



March 1, 2010

Commission's Secretary, Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW Suite TW-A325  
Washington, DC 20554

Reference: **EB Docket No. 06-36**  
Annual 64.2009(e) CPNI Certification for 2009

Date Filed: **March 1, 2010**  
Name of Company  
covered by this certification: **Avenue Broadband Communications, Inc.**

Form 499 Filer ID: **827445**

Name of signatory: Kay Monigold

Title of signatory: President and Chief Executive Officer

I, Kay Monigold, certify that I am an officer of the company named above, and acting as an officer of the company, that I have personal knowledge that the company has established operating procedures and that company personnel are trained in these procedures and these procedures are adequate to ensure compliance with the Commission's CPNI rules.  
(C.F.R. § 64.2001 et seq.)

Attached to this certification is an accompanying statement explaining how Avenue Broadband's procedures ensure that the company is in compliance with the requirements set forth in section § 64.2001 et seq. of the Commission's rules.

Signature: Kay Monigold  
Kay Monigold / President and Chief Executive Officer

Officer of: Avenue Broadband Communications, Inc.

Executed on: March 1, 2010

Avenue Broadband Communications, Inc.  
821 ESE Loop 323, Suite 440  
Tyler, TX 75701

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Accompanying Statement to  
Annual CPNI Compliance Certification for:

***Avenue Broadband Communications, Inc.***

In compliance with (C.F.R. § 64.2009(e), I, Kay Monigold, acting on behalf of Avenue Broadband Communications, Inc, certify the company has taken the following actions:

**Employee Training and Discipline**

- Employees and contracted personnel are trained on the authorized use of CPNI.
- Instituted a disciplinary process for unauthorized use of CPNI.

**Sales and Marketing Campaign Approval**

- All sales and marketing campaigns are approved by management

**Record Keeping Requirements**

- Maintain records of all sales and marketing campaigns that use customers CPNI, including marketing campaigns of affiliates and independent contractors.
- Ensured that the records include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- Make certain that these records are maintained for a minimum of one (1) year.

**Customer Authentication Methods**

- Instituted customer authentication methods to ensure adequate protection of customer's CPNI. These protections only allow CPNI disclosure in accordance with the following methods:
  - Disclosure of CPNI Information in response to a customer providing a pre-established password;
  - Disclosure of requested CPNI to the customer's address or phone number record; and
  - Access to CPNI if a customer presents a valid photo ID at the business location.



### **Customer Notification of CPNI Changes**

Establishing a system under which a customer is notified of any change to CPNI.

This system, at minimum notifies a customer of CPNI access in the following circumstances:

- Password modifications
- Address of record changes

### **Notification to Law Enforcement and Customers of Unauthorized Access**

- Establish a protocol under which the appropriate Law Enforcement Agency (“LEA”) is notified of any unauthorized access to a customer’s CPNI.
- Insure that all records of any discovered CPNI breaches are kept for a minimum of two (2) years.



Summary of Actions  
Taken Against Databrokers by

**Avenue Broadband Communications, Inc.**

In compliance with 47 C.F.R. § 64.2009(e), I, Kay Monigold, acting on behalf of Avenue Broadband Communications, Inc. summarize the actions that the Company has taken against pretexters or databrokers within the last year:

No actions required or taken.



## Summary of Customer Complaints Received by Avenue Broadband Communications, Inc.

In compliance with 47 C.F.R. § 64.2009(e), I, Kay Monigold, acting on behalf of Avenue Broadband Communications, Inc., provide the following summary of customer complaints received within the last year:

- Avenue Broadband has received NO Complaints as a result of improper access by employees.
- Avenue Broadband has received no complaints as a result of improper disclosure to individuals not authorized to receive the information.
- Avenue Broadband has received no complaints as a result of instances of improper access to online information by individuals not authorized to view the information.
- In addition, Avenue Broadband Communications is aware of the following processes being attempted by Pretexters in attempting to access CPNI: **NONE**

Cc:

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**Filers US Postal Address:**

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